DOCUMENT RESUME

ED 294 020 CE 050 057

AUTHOR Edmo, Kesley, Jr.
TITLE All Indian Pueblo Council, Inc. Vocational Education Program Curriculum Materials.
INSTITUTION All Indian Pueblo Council, Albuquerque, N. Mex.
SPONS AGENCY Office of Vocational and Adult Education (ED), Washington, DC.
PUB DATE 9 Oct 87
NOTE 60p.
PUB TYPE Reports - Descriptive (141)

EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS Accounting; *American Indian Education; *American Indians; *Associate Degrees; Business Education; Computer Science; Models; Office Occupations Education; *On the Job Training; Postsecondary Education; Secretaries; *Two Year Colleges; *Vocational Education
IDENTIFIERS *Pueblo (People)

ABSTRACT

The All Indian Pueblo Council, Inc., Vocational Education Program provides its student participants with the opportunity to attain an associate degree along with concurrent and related on-the-job training (OJT). Job site training is intended to enable students to learn both basic job skills and the work ethics required in the real-world job market. Each participant attends full-time classroom training and receives up to 15 hours of OJT weekly. Job sites are located within the following organizations: All Indian Pueblo Council, Inc.; Indian Pueblo Marketing, Inc.; American Indian Scholarships, Inc.; and the National Indian Youth Council. Job site supervisors oversee student training within each organization. Training is available in accounting, business technology, computer science, and secretarial studies. Training is conducted in accordance with a cyclic model that provides for feed back and feed forward, depending on the OJT training issues to be addressed. The model includes the following components: initial interview, designation and referral to an OJT supervisor, job acclamation, basic skills training, job proficiency improvement, job development, job transition, OJT evaluation, job search and placement, referral, and evaluation of all services provided. (The major portion of this report consists of OJT work progress assessment outlines that have been completed by site supervisors involved in the program's various training components.) (MN)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED294020

All Indian Pueblo Council, Inc.

Vocational Education Program

Curriculum Materials

Submitted by:

Kesley Edmo, Jr., Program Director

on

October 9, 1987

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☑ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

CE050057

CONTENTS

I. Introduction

II. O.J.T. Management

III. On-the-job Training Curriculum

I. Introduction

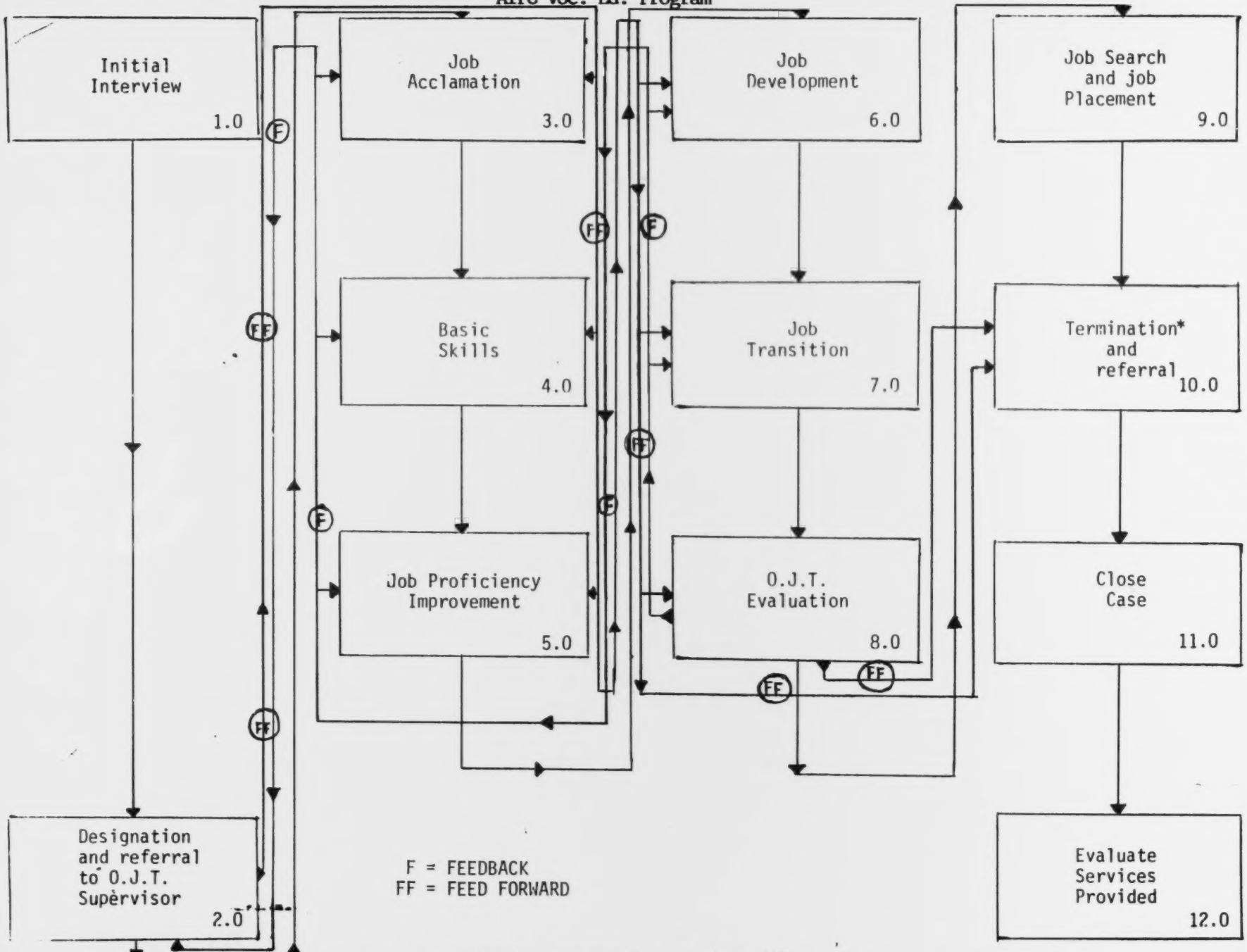
The All Indian Pueblo Council, Inc., Vocational Education Program (AIPC-Voc. Ed.) provides its student participant with an opportunity to attain an AA Degree along with concurrent and related on-the-job training. Job site training is intended to provide each student participant with an opportunity to learn basic job skills and "work ethics" required in the real world job market. Each student participant attends classroom training as a full time student and receives up to 15 hours per week on-the-job training.

Job sites for the Voc. Ed. student trainees are located within the following organizations: All Indian Pueblo Council, Inc., Indian Pueblo Marketing, Inc., (includes the Indian Pueblo Cultural Center), American Indian Scholarships Inc. and the National Indian Youth Council. Job site supervisors oversee student training within each participating organization. Trainees are provided with training in accounting, business technology, computer science and secretarial studies, which compliments the classroom training they recieve.

II. O.J.T. Management Model and Description

Student on-the-job training is carried out by following the Voc. Ed. on-the-job training model. The model is cyclical in nature and provides for feed back and feed foward depending upon student O.J.T. issues to be addressed. Each job site description follows the chronological sequence set forth in the on-the-job training model. The O.J.T. training model and description are discussed on the following pages.

Student O.J.T. Management Model
AIPC Voc. Ed. Program



*Individuals can terminate on a voluntary basis at any step in the model.

O.J.T. Work Progress Assessment Outline

1. Acclamation to the job.

   - Work station itself.
   - Introduction to personnel with specific functions.
   - Orientation to policies.
   - Location of equipment and supplies essential to the job.
   - Job specific requirements.
     1. Work schedule
     2. Job description
     3. Safety requirements
     4. Dress code
     5. Employee relations
   - Orientation to role within the department.
   - Orientation to specific equipment used to perform job.

2. Basic job skills.

   - Teaching "Work Ethics"
     1. Punctuality
     2. Attitude toward the job-toward the people. (dedication to job)
     3. Interpersonnel relationships
     4. Practical aspects of the job

3. Job proficiency improvement

   - Quality of work.
   - Quantity of work.
   - Skill refinement.

4. Job development.

   - Overall job development monitoring.
   - Based upon a chronological sequence (1. set up performance quota. 2. set up standards)

(Continued)

- Includes basic standards of measurement.
  ie attainment of a certain sales quota or volume and based on a time frame.

5. Job Transition. (recycle steps 1-5)

   - Acclamation to the job.
   - Basic job skills.
   - Job proficiency improvement.
   - Job development.

III. On-the-job Training Curriculum

The following pages contain descriptions for each Voc. Ed. Program job site. The job site descriptions have been categorized by job site type i.e., accounting, business, etc. Each job site description follows the on-the-job training model.

Job Site Decriptions: Accounting

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   General Accounting

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   (1) Accounting Clerk

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

   Basic accounting skills (i.e. posting in ledgers)

2. What practical aspects of the job would you like to see emphasized?

   Becoming proficient at entry level bookkeeping.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   NONE

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   1) Analyzing financial records
   2) Cost accounting
   3) Some assistance in preparing budgets.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Becoming proficient at record keeping and preparing ledgers for accountant.

2. Please establish a chronological sequence by which these standards would be monitored.

   These records are sent to bookkeeping firm monthly. Supervisor will assign specific duties to be monitored each month.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Accountant

2. What additional skills and abilities would be necessary to achieve this advancement?

   1) Business management training
   2) Study of bookkeeping systems
   3) Payroll accounting

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   1) Inability to show progress

   2) Poor job attitude

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   Accounts payable, accounts receivable, data entry, maintaining cash balance on daily basis.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   Data Entry Clerk--Date entry on weekly or daily basis whichever preferred.
   Bookkeeping Clerk--Basic accounting, daily balancing, recording of accounts payables and receivables.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

   Data Entry Clerk, Bookkeeping Clerk. Interest in basic accounting procedures.

   Typing (mostly numeric).

2. What practical aspects of the job would you like to see emphasized?

   Data Entry--entering daily activity, such as sales, deposits of cash into account, (Indian Pueblo Cultural Center).

   Bookkeeping--submitting check requests for payments to vendors of Indian Pueblo Cultural Center.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   None

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   1.) **Data Entry--should improve speed and accuracy.**

   2.) **Entries should be reviewed for corrections, corrections should improve.**

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Supervisor will check trainees work after student has completed his/her task on a daily basis.

2. Please establish a chronological sequence by which these standards would be monitored.

   30 days , thereafter supervisor will log and discuss errors with trainee.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Data Entry Clerk could advance to a Data Entry Technician.
   Bookkeeping clerk could advance to a bookkeeper.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Understanding the end of the month balancing and assisting with monthly financial statement.

   Understanding procedures of account payable and accounts receivables.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   1.) Not getting to work on time.
   2.) Poor attendance.
   3.) Failure to follow instructions (repeatedly).
   4.) Lack of interest or enthusiasm towards work.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Decription: Business Technology

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

1. Operation of cash register.
2. General cleaning.
3. Restocking
4. Greeting and assisting customers.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

1. Cashier/Curio Room - Sales clerk, experience in retail selling.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

1. Mature and professional attitude.
2. Courteous to customers and employees.
3. Willingness to learn and follow directions.

2. What practical aspects of the job would you like to see emphasized?

1. Being attentive to customers.
2. Appearance of sales area.
3. Operation of cash register.
4. Basic knowledge of Indian Arts & Crafts.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

None

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

Being more attentive to customers. Expanding knowledge of what products sell for reordering purposes. The ability to operate and balance cash register without supervision. Ability to perform duites without supervision.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   The trainee will monitored on a daily basis, thereafter weekly, monthly, etc.

2. Please establish a chronological sequence by which these standards would be monitored.

   Monthly evaluation would be done at the end of each month.
   Evaluation would then be reviewed by trainee and supervisor.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Salesclerk advances to cashier.
   Cashier advance to floor supervisor.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Ability to do byaways, accounts payable and receivable and recording.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   1. **Lack of interest in daily work.**
   2. **Tardiness and absenteeism.**
   3. **Insubordination**

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by the Job Site Supervisor)

Category 1. Acclamation to the Job.

1. What is the principal activity of your department?

   Business consulting

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   1 vacancy. Title: Clerical trainee. Qualifications: Basic secretarial skills, i.e., typing, filing, xeroxing, answering phones, etc.

Caretory 2. Basic Job Skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphazised in this training? (Please prioritize and list these by position title)

   1. Good typing skills - minimum of errors
   2. Answer phones in a courteous and professional manner
   3. Greet clients on a cordial and welcoming voice
   4. Neat dress

2. What practical aspects of the job would you like to see emphasized?

   1. Taking directions and completing tasks
   2. Workstation organization and cleanliness
   3. Respective of clients, visitors and fellow workers

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any)

   1. Occassionally there will be stress due to deadlines

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   1. The willingness to learn, accept new ideas and take on additional responsibility.

   2. Promptness to get a task done and to do the best job for the client and staff.

   3. Improve typing skills, and understanding of office procedures

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

    1. Attendance
    2. Completion of tasks
    3. Attitude
    4. Efficiency and accuracy of work on a daily basis
    5. Neatness of dress

2. Please establish a chronological sequence by which these standards would be monitored.

    1. Attendance - monitored by use of schedule and sign in sheets
    2. Completion of tasks - turnaround time to job to be completed
    3. Attitude - overall mental and physical stability
    4. Efficiency - all work will be checked, tasks will be progessively more difficult
    5. Neatness of dress - consideration will be given based on the trainees circumstances

Caregory 5. Job Transition.

1. Of the job previously mentioned what would be the next logical step for advancement?

    1. Data Entry Clerk
    2. Data Retrieval Clerk

2. What additional skills and abilities would be necessary to achieve this advancement?

    1. Basic computer literacy, understanding basic office procedures
    2. Advances computer knowledge, understanding technical computer jargon, and hands on experience

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion. Please describe.

    1. Poor attendance, failure to notify supervisor if trainee is not coming to work. Supervisor should be aware of trainees schedule both for school and work.
    2. Inability to learn basic skills
    3. Insubordination
    4. Poor attitude

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

Pottery Room I and the Sculpture/Kachina display room involve customer relaitons and sales. Our primary concern is helping and informing our customers with the necessary information about our items; also, to perform all necessary duties to complete a sales transaction.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

A practical knowledge of the product is vital and should be emphasized by product history and knowledge of contemporary artists. Also, the way this information is presented and expected (understood). A professional and amenable attitude should be emphasized. Willingness to learn.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

A professional amenable attitude toward the customer.

2. What practical aspects of the job would you like to see emphasized?

Lifting is minimal, but proper footwear should be worn.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

A more advance study and knowledge of the items should be undertaken.
1. A more detailed knowledge of product history through reading.
2. A further awareness of contemporary artist.
3. Advanced, detailed knowledge of techniques, i.e., distinguising between matte finishes; etched and carved pottery.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

2. Please establish a chronological sequence by which these standards would be monitored.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

2. What additional skills and abilities would be necessary to achieve this advancement?

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

Pottery Room 1 and the Sculpture/Kachina display room involve customer relations and sales. Our primary concern is helping and informing our customers with the necessary information about our items. Also, perform all necessary duties to complete a sales transaction.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

Salesclerk (1) Ability to operate cash register and balance days total. Communicate and explain and give information about products we carry (sell). A congenial attitude toward the public is most important. Proper telephone skills is helpful.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

A practical working knowledge of the product is vital and should be emphsized by product history, and knowledge of contemporary artists. Also, the way this information is presented and excepted (understood). A professional and amenable attitude should be emphasized . Willingness to learn and also eagerness toward achievement.

2. What practical aspects of the job would you like to see emphasized?

A professional amenable attitude toward the customer.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

Lifting is minimal, but proper footwear should be worn.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

A more advanced study and knowledge of the items should be undertaken.

1. **A more detailed knowledge of product history through reading.**
2. **A further awareness of contemporary artist.**
3. **Advanced, detailed knowledge of techniques, i.e., distinguishing matte finishes, stone polishes, etched and carved pieces in pottery.**

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   A short oral test on products in stock and knowledge covered during the introductory period.

2. Please establish a chronological sequence by which these standards would be monitored. **Note: All evaluations and tests will be oral. During the introductory period, minimal knowledge introduced, tested and evaluated at the end of first week. In subsequent weeks more advanced knowledge will be introduced, tested and evaluated depending on what has been learned during previous week.**

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   The trainee will present both a written and oral presentation of skills learned and refined. Knowledge learned, ideas for change to increase sales; a review of trainees attitude, motivation factor will also be evaluated.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Begin including marketing techniques of pricing, what exists in the market and how negotiatings run in delaing with artists, craftsmen and other business.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Failure to keep motivation level up in all aspects of the sales, customer relations and professional courtesy.

   1. **Failure to be consistent with sales.**
   2. **Failure to greet and inform customers.**
   3. **Failure to conduct all sales transactions interdepartmental relations in a professional manner.**

(If necessary attach additional sheets in response to any of the items above.)

Restaurant

Category I. Acclamation to the job.

1. Principle Activity - To provide service to customers of the Indian Pueblo Kitchen.

2. Specific Vacancies -

Kitchen area	Dining area
Kitchen help (3)	Bus person (3)
Cashier (1) (convenience window)	Cashier (1)

Kitchen helper - qualification: familiar with basic clean-up duties, familiar with cleaning equipment and must be in good physical condition and maintain good health.

Category II. Basic job skills.

1. Basic job skills - clean utensils, responsible for basic set-up of tables, etc., washes dishes, pots, pans, kitchen equipment and general kitchen clean-up.

2. Practical aspects - cleaning and sanitation techniques and methods utilized in a modern kitchen enviroment, workstation organization and cleanliness, posting signs for slippery floors.

3. Occupational hazards - potential hazards are as follows: slicers, knives, burns, scalds.

Category III. Job proficiency improvement.

1. Work skills to be emphasized/refined - refinement of cleaning skills, basic food preparation skills, refinement of equipment maintenance skill, refinement of customer relation skills.

Category IV. Job development.

1. Standards for monitoring/measurement - evaluation of trainee progress, oral and written tests on clean-up equipment procedures and workstation procedures/policies.

2. Chronological sequence - weekly, monthly monitoring by immediate supervisor, joint conference to dicuss evaluation, outcome between trainee and supervisor.

Category V. Job transition

1. Next logical step for advancement - kitchen helper prep cook or pantry worker.

2. Additional skills/abilities for advancement - knowledge and desire to assume increasingly difficult and broader scope of work.

3. Deficiencies in performance leading to a demotion - poor work performance evaluation, poor attendance, lack of punctuality, insubordination, inability to acquire required skills.

Category II. Basic job skills.

1. Basic job skills - basic customer service including: water service, table set-up, clean-up of tables. Restock glassware, silverware and table-settings. Clean and vacuum floors on a daily basis.

2. Practical aspects - each trainee will be responsible for serving customers needs, general cleanliness of work-station and equipment, posting safety signs ie, wet floors. Respect for fellow employees and supervisor and observance of established rule and safety standards.

1. Cashier - Answers telephone and receives take out orders. Distributes guest checks to waitresses, makes change, handles credit transactions, responsible for daily cash register reconciliation and customer relation.

2. Practical aspects - each trainee will be responsible for serving customer needs in a timely and courteous manner, resolving customer complaints, insuring equipment is in proper working order, taking necessary safeguards for all cash and credit card transactions and maintaining good fellow employee and supervisor relationship.

3. Occupational hazards - possible lacerations from broken glass or slippage on mopped floors.

Category III. Job proficiency improvement.

1. Bus person - workskills to be emphasized/refined: refinement fo cleaning and sanitation skills, refinement of customer relations skills, refinement equipment maintenance skills.

1. Cashier - workskills to be emphasized/refined: refinement of cashier skills, development of customer and employee relations skills, refinement of cash register close procedures, refinement of cash and credit card safeguard procedures and processing skills.

Category IV. Job development.

1. Standards for monitoring/measurement:

   Busperson - evaluation of trainee progress through oral and written tests on the basis of customer service and workstation and utensil clean-up.

   Cashier - oral and written tests (evaluations) on customer service skills, ability to make change, resolving customer complaints and reconciliation of cash and transactions on a daily basis.

2. Chronologic sequence:

   Daily, weekly, and monthly monitoring for both positions. Joint conference to discuss evaluation (of trainee) with supervisor.

Category V. Job transition.

1. Next logical step for advancement:

   Busperson--------waitress or waiter--------dining area manager--------restaurant manager.

   Cashier--------host or hostess--------dining area supervisor--------restaurant manager trainee.

2. Additional skills/abilities for advancement:

   A. Busperson - through knowledge of all required basic skills as follows: cleaning and sanitaiton skills, customer and employee relations skills and equipment maintenance skills.

   B. Cashier - through knowledge of all required basic skills as follows: cashiering skills, customer and employee relations skills, cash register close out skills, cash and credit card transactions processing skills.

3. Deficiencies in performance leading to a demotion:

   Poor work performance evaluation, poor attendance, lack of punctuality, insubordination and inability to acquire required skills.

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   To establish and maintain the efficient operation of the dining room. to ensure that our customers are treated in the most courteous, efficient and pleasant manner.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   All positions are opened until filled

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

   Must have some basic mathematic skills. Must be eager to learn and greet the public well.

2. What practical aspects of the job would you like to see emphasized?

   Constant self improvement, the incentive to be the best at what you are doing.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   Working with slicer machines and knives.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   1. **Courtesy**
   2. **Efficiency**
   3. **Motivation**

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Records will be kept for each indivudual as to insure proper advancement.

2. Please establish a chronological sequence by which these standards would be monitored.

   Trainees will go through a training process and will be graded, evaluated on a constant basis to work toward an advancement.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

2. What additional skills and abilities would be necessary to achieve this advancement?

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

(If necessary attach additional sheets in response to any of the items above.)

Location - Indian Pueblo Marketing

Position - Salesperson

I. Acclamation

1. Principle Activity: Sales/Cashiering/Inventory/Daily Accounting Product Knowledge.

2. Specific vacancies - sales person (4 entry level positions)

II. Basic Job Skills: Salesmanship/Cashiering/Product Knwoledge.

1. For trainees positions: Making change/credit card transactions/ daily register/reconciliation/customer relations.

2. Practical Aspects: General Salesmanship/serving customer needs/ workstation organization and cleanliness.

3. Occupational Hazards: Backstrain and fatigue.

III. Job Proficiency Improvement

1. Workskills to be emphasized/refined:
refinement of salesmanship skills, development of employee and customer relations skills, refinement of cashiering skills, refinement of general product and artist knowledge and familiarity with production techniques.

IV. Job Development

1. Standards for monitoring/measurement:
Evaluation of trainee progress. Evaluation criteria; oral and written tests on product knowledge and salesmanship skill, job performance ratings.

2. Chronologic sequence:
Daily, weekly, monthly, monitoring.

V. Job Transition

1. Next logical step for advancement:
Progression sequence from sales clerk to cashier to floor supervisor.

2. Additional skills/abilities for advancement:
Improved salesmanship skills, improved product knowledge, knowledge

of increasingly difficult transactions and activities ie., accounts receivable, layaways, refunds reordering procedures, and improved customer relations.

3. Deficiencies in performance leading to a demotion:
Poor work performance evaluation, poor attendance, lack of punctuality, insubordination and inability to acquire required skills.

IPM Computer Room

I. Acclamation:

1. Principle Activity:
Maintaining cash and inventory balances on a daily basis using a computer terminal.

2. Specific vacancy:
Data operations clerk.

II. Basic job skill:

1. Data entry clerk skill:
Typing (mostly numeric) functions with basic accounting procedures.

2. Practical aspects:
Light accounting, daily balancing of cash transactions, data entry-entering and receiving new merchandise, light shipping and receiving.

3. Occupational hazards: None.

III. Job Proficiency Improvement:

1. Specific work skills:
a. Data entry - increase speed and accuracy.
b. Locating and correcting posting errors (increase in speed).

IV. Job Development:

1. Standards for monitoring OJT progress.
a. Trainee's work being monitored and checked and balanced by supervisor on a daily basis.
b. After completion of 2 months training errors are logged by the trainee.

2. Chronological sequence of monitoring:
2 months training in basic skills.

1. Acclamation
2. Formal monitoring after 2 months.

Errors logged and discussed with trainee thereafter.

V. Job Transition:

1. Next logical step for advancement:
   Data entry clerk to computer room supervisor.

2. Additional skills/abilities for advancement:
   a. Understanding end of month 1 year close out procedures.
   b. Understanding physical inventory procedures.

3. Deficiencies in performance leading to a job demotion:

   a. Poor attendance, lack of punctuality.
   b. Lack of interest or enthusiasm toward everyday work.
   c. Insubordination
   d. Inability to learn basic skills.

IPCC Administration

I. Acclamation to the job:

A. Principle Activity:
   Provide central administration, public relations, and museum management.

B. Vacancies:
   1. Lobby receptionists (2)
   2. Museum Assistant (1)
   3. Clerk-typist trainee (1)
   4. Advertising Assistant (1)

II. Basic job skills:

1. For trainees:
   A. Receptionist - good customer relations, show courtesy.
   B. Museum assistant - knowledge of museum exhibits, production methods, and historical aspects of display. Careful handling of museum artifacts and collecting items.
   C. Clerk typist trainee - basic typing skills, filing, xeroxing, basic calcualtion skills and familiarity with telephone etiquette
   D. Advertising assistant - basic knowledge of advertising methods and techniques.

2. Practical aspects:
   Generally each trainee will:

   . serving customer needs
   . general cleanliness of workstation and equipment.
   . respect for fellow employees and supervisors
   . observance of established rules and safety standards.

3. Occupational hazards: None.

III. Job Proficiency Improvement

1. Specific work skills:
   a. Receptionist - courtesy towards customers, aware of current events and upcoming activities with regard to the IPCC and the State of New Mexico.

2. Museum Assistant - basic knowledge of historical aspects of museum collection and knowledge of artist's background, familiar with display fabrication and rotation of collection items, general familiarity with archealogical sites found in the southwest.

3. Clerk-typist trainee - typing skills, editing skills, and telephone etiquette and procedures.

4. Advertising Assistant - familiarity with advertising layout, familiarity with copy preparation production method, market segments, distribution of printed materials to targeted market segments.

IV. Job Development

1. Standards for monitoring OJT progress.
   For all trainee positions completion of the following:
   a. evlauation report (forms)
   b. supervisors observations and written reports
   c. follow-up on individual assigned tasks/projects.

2. Chronological sequence of monitoring:
   a. job performance evaluation on a weekly and monthly basis for all trainees (utilizing evaluation forms followed by written recommendations).

V. Job Transition

1. Next logical step for advancement:
   a. Receptionist trainee - next step would be Information Center Director trainee.
   b. Museum Assistant - the next would be curator trainee.
   c. Clerk-typist - next step would be secretary trainee.
   d. Advertising Assistant - next step would be advertising manager trainee.

2. Additional skills/abilities for advancement.
   a. Receptionist trainee - good skills in customer relations including greeting visitors in a helpful and courteous manner, be able to deal and handle high pressure situation, punctuality in reporting to work and being reliable.
   b. Museum Assistant - mastering basic skills previously mentioned punctuality in reporting to work and being reliable, ability to lead others, basic writing skills and familiarity grantsmanship process.

C. Clerk-typist - continual improvement in WPM typed and typing skills, punctuality in reporting to work and reliability, good relations with customers and fellow workers, amd supervisor, and ability to follow-up on tasks assigned with minimal supervision . Proper telephone etiquette and procedure.

D. Advertising trainee - mastering basic job skills previously mentioned, refinement of the same, improved job proficiency, and ability to lead others, improved writing and communication skills and ability to establish and follow-up with viable business contacts and basic negotiation skills.

3. Deficiencies in job performance leading to a demotion:
   a. Poor attendance and lack of punctuality.
   b. Lack of enthusiasm toward work.
   c. Insubordination.
   d. Inability to learn basic skills.

Pueblo Archives

I. Acclamation to the job.

1. Principle Activity:
   Collect, organize, index historical documents and assist researchers in obtaining these documents. Preservation of historical documents, records, maps, etc.

2. Specific vacancies:
   Records clerk (1)
   Bookkeeper (1)

II. Basic job skills:

1. Skills emphasized:
   Records clerk: knowledge of sources of historical document, preservation techniques and methods, safety, enviromental considerations, climatic considerations, basic filing procedures, familiarity with sign out procedures, levels of confidentiality, loan records and logs, security considerations, etc.

   Bookkeeper: knowledge of basic accounting and inventory procedures audit procedures, basic calculation, xeroxing, micro-film and microfiche techniques and basic reception skills as well as basic typing and a minimal data entry skills.

2. Practical aspects:
   Good basic work habits and good attitude toward fellow employees, supervisor and visitors. Punctuality and good attendance.

3. Occupational hazards: None.

III. Job Proficiency Improvement

1. Specific work skills:
   a. Records clerk - preservation techniques, security measures taken, filing procedures, climatic considerations, micro-film and micro-fiche techniques, sources of historical records, importance of confidentiality and sign and loan procedures. (basic skills improvement)
   b. Bookkeeper - improvement in basic skills previously mentioned.

IV. Job Development

1. Standards for measuring OJT progress.
   a. periodic evaluations of trainees followed by discussion of evaluation and work performance with supervisor.
   b. follow-up and evaluation on individually assigned projects.

2. Chronological sequence of monitoring:
   Job performance evaluations on a weekly and monthly basis for all trainees. Evaluation forms will be utilized including written recommendations on a monthly basis.

V. Job Transition

1. Next logical step for advancement:
   Record clerk would be advanced to archivist.

2. Additional necessary for advancement. Trainee would need to be familiar with grantsmanship techniques and would need to have good communication skills.
   1. Bookkeeper - next step would be accounting technician trainee.
   2. Additional skills necessary. The trainee would need to have good basic skills and become familiar with Federal/foundation grant guidelines and regulations.

3. Deficiencies leading to a job demotion:
   a. poor attendance and lack of punctuality.
   b. lack of enthusiasm toward work.
   c. insubordination
   d. inability to learn basic skills.

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   Collect, organize, index historical documents and assist all researchers in obtaining these documents.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   Clerical and bookkeeping

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

   Both positions (see above)

   1. **accuracy**
   2. **neatness**
   3. **pride in work.**
   4. **punctuality in attendance**
   5. **willingness to learn**
   6. **working well with staff and public**

2. What practical aspects of the job would you like to see emphasized?

   Work skills and attitude.
   Trainees will utilize Apple III computer, word processor and xerox copier.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   None

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   1. **Accuracy**
   2. **Working knowledge of operating assigned office equipment.**

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Periodic evaluations of trainees, followed by discussion of evaluation and work performance by supervisor.

2. Please establish a chronological sequence by which these standards would be monitored.

   Beginning of program mid-way through the program, end of the program.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Advancement withing the Archives Program is not practical nor feasible at the present time.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Proficiency in work skills provided by technical vocational training and knowledge of operation of office machines.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Failure to notify the supervisor of whereabouts during working hours, tardiness and irresponsibility when performing job duties and roles.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?
   To provide operation of the Center in the areas of office administration, public relations, reception coverage, and museum functions.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.
   A. Lobby Receptionist-2 per day. Knowledgeable of Pueblos and Alb. as well as activities and special events and sites of the state of New Mexico.
   B. Museum Assistants-1per day. Knowledge of museum artifacts, displays, etc.
   C. Office/Secretarial Aides-1 per day. Willing to perform duties as assigned regarding office = secretarial matters--light typing, filing, etc.
   D. Public Relations Aide-1 per day. Preferable education in sales and advertising

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)
   A. Receptionist-personable, greet and welcome visitors courteously, & be outspoke
   B. Museum Asst.-Knowledgeable of museum artifacts as well as contemporary arts & crafts and also displays of museum exhibits.
   C. Office/Secretarial-typing, filing, xeroxing, calculation, telephone techniques
   D. PR Aide-Courteous and personable attitude in working with the public.

2. What practical aspects of the job would you like to see emphasized?
   Each participant should be willing to work on their own as duties are describes with as little supervision as possible. Participants should not be seen just standing around doing nothing.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)
   Museum assistants must be careful in handling objects in the museum. All items are insured, but several are on loan and many are irreplaceable.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?
   Each participant will be required to accomplish all tasks assigned.
   A. Receptionist will be courteous to all that come through the Center. No negative reports should be anticipated. Will make themselves knowledgeable of all happenings in and around New Mexico as well as Center activities.
   B. Each museum assistant will familiarize themselves with museum items, inventor displays and artists.
   C. Office/secretarial assistants. All tasks given must be accomplished on a timely basis. All tasks will be reviewed and suggested improvements will be made.
   D. P.R. Aides. Will began as errand person and progress on to sales and advertising duties.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Evaluation forms, supervisor reports, timely solo assigned activities.

2. Please establish a chronological sequence by which these standards would be monitored.

   Monthly supervisor reports
   Written evaluation every six months.
   Every six months individual will be assigned a duty with instructions to complete on their own.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   All positions upon completion of their training should be ready to take on a full time job in the area they have been in training.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Be willing to work with all types of people.
   Be ready to handle the unexpected regarding their area of training, using tact and good judgement.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Excessive tardiness and absences.
   Poor personal appearance and personality.
   Poor attitude and performance.
   Abuse of time.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

Indian Pueblo Cultural Center - Museum and exhibit gallery.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

Museum Records Clerk
Museum Display
Exhibit display and gallery.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

Museum Records Clerk:
.Making display labels
.Preparing storylines
.Cataloguing artifacts
.Updating loan and donation status

Museum and Exhibit Gallery Displays duties:
. Dismanteling old exhibits
. Setting up new exhibits

2. What practical aspects of the job would you like to see emphasized?

Pride in their work.
Pleasant attitudes toward the public and co-workers.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

None

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

Good English skills.
Archeological and museum terminology.
Skill helpful: Typing and the use of a xerox machine.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

2. Please establish a chronological sequence by which these standards would be monitored.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

2. What additional skills and abilities would be necessary to achieve this advancement?

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Decription: Computer Science

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

Data entry - general accounting and payroll.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

One Data Entry Clerk - accurate typing, previous computer data entry experience would be helpful, but not required
Accounting/Bookkeeping - experience helpful but not required.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

Skills - Accurate typing and proofreading.

Attitudes - willingness to make sure that the job is done correctly.

2. What practical aspects of the job would you like to see emphasized?

Experience with problems and deadlines encountered in "real world" data entry and processing.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

Eye and/or back strain has been reported by many data entry operators.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

Accuracy, thoroughness and speed.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   End of first week - Evaluate trainees' progress in learning basic data entry skills.

   Bi-weekly - How accurate work is? How fast is work done?

2. Please establish a chronological sequence by which these standards would be monitored.

   SEE ABOVE

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Dara Entry Supervisor or Accounting Clerk.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Skills - understanding flow of data from originationto final output

   Abilities - able to coordinate, train and supervise data entry staff.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Frequent absence from work without prior notification and approval, would be grounds for demotion or termination.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

Data Processing--Computer Resource Management, Programming

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

One general assistant must be willing to learn and use a varietyof data processing equipment.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

General Assistant; Skill-ability to read, understand and perform written and oral instructions. Ability to foresee and avoid potential problems.

Attitudes-Ability to "roll with the punches" and willingness to learn.

2. What practical aspects of the job would you like to see emphasized?

Familiarization with basic computer operation techniques.
Introduction to basic data processing techniques.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

Stress related illnesses are reportedly high in the Data Processing profession.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

Ability to translate computer users needs into computer programs or procedures.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Timelines and accuracy of performed work. Attendance.

2. Please establish a chronological sequence by which these standards would be monitored.

   End of first week - how well has trainee performed basic jobs.

   Bi-weekly - -continued performance and acquisiton of new skills.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Computer Operator and/or Entry Level Programmer.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Learning computer programming language for programmer experience -for computer operator.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Attendance failure with notification. Certain functions have to be performed daily. Failure to notify supervisor of inability to come in to work would be grounds for termination.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   Maintaining a balance of cash and inventory on a daily basis with the use of an Altos 986 T Computer system.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   One Data Operations Personnel: Basic accounting and/or computer experience preferred but not mandatory.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

   Data Operations Personnel
   (1) Typing mostly numeric.
   (2) Interest in basic accounting procedures
   (3) Enthusiastic attitude toward operational procedures

2. What practical aspects of the job would you like to see emphasized?

   1. **Light accounting - balance cash and transactions (daily basis).**
   2. **Data Entry - entering and receiving new merchandise (balancing).**
   3. **Light shipping and receiving (when needed).**

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   None

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   1. **Data Entry should increase in both speed and accuracy.**
   2. **Locating and correcting posting errors shoudl increase in speed also.**

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Trainees work being checked and balanced by supervisor after completion by student (daily basis).

   Error logged after 2 months intense training.

2. Please establish a chronological sequence by which these standards would be monitored.

   Two months training period, thereafter errors will be logged and discussed with trainee.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Computer Room Supervisor.

2. What additional skills and abilities would be necessary to achieve this advancement?

   1. **Understanding end of month/year procedures.**

   2. **Understanding physical inventory procedures.**

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   1. **Failure to follow instruction (repeated warnings).**
   2. **Attendance**
   3. **Lack of interest or enthusiasm at toward everyday work.**

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   Data transcribing for a direct mail program.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   Basic Data Clerk (2)

   General Keyboard Knowledge

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

   Ability and desire to become proficient at data input.

2. What practical aspects of the job would you like to see emphasized?

   Be able to do tedious amount of work while learning.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   Essentially, the tedious repetitious nature of data input.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   1) Will become adept a keyboard speed.

   2) Accuracy in transcribing data

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Trainees will be assigned specific amounts of data that will be expected to increase with proficiency. Accuracy is a high priority.

2. Please establish a chronological sequence by which these standards would be monitored.

   Because of the nature of data transcribing monitoring of speed and accuracy is on-going.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Computer Operator

2. What additional skills and abilities would be necessary to achieve this advancement?

   Advanced Computer Training

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   1) Inaccurate Data Entry
      (i.e. high mistake rate)

   2) Poor Job Attitude, such as frequent absences.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Decription: Secretarial

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   To serve as clerical support to Office of the Chairman, along with other administrative functions. Responsible for the day-to-day operations.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.
   Clerk-typist/File clerk (1)

   Should be able to type at least 30 words a minutes and on own initiative.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)
   Some typing.
   Punctuality, loyalty, confidentiality, initiative.

2. What practical aspects of the job would you like to see emphasized?

   General office management and record-keeping.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   some stress involved (minimal)

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   Typing / record-keeping / general office practices and procedures

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Periodic typing exams - perhaps monthly.
   Maybe also do a performance evaluation at the end of 6 weeks.

2. Please establish a chronological sequence by which these standards would be monitored.

   Refer to #1.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Permanent placement (possible)
   Perhaps starting out as a file clerk - clerk/typist and first year Secretary.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Provide detailed typing assignments and maybe testing for typing accuracy vs. speed. Courses in secretarial procedures, record-keeping.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Inability to follow-thru on detailed instructions.
   Carelessness and lack of initiative.
   Time and attendance.

(If necessary attach additional sheets in response to any of the items above.)

AMERICAN INDIAN SCHOLARSHIPS, INC. (AIS) 9/86

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   Development. Includes all phases and activities related to fund-raising from the private sector.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   In need of a part-time secretary to the Development Officer. Main qualification necessary is strong typing skill(s).

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)
   Development Office/Fund-raising Secretary. Part-time position includes typing, general correspondence review, fund-raising follow-up, and other work from the Development Officer.

2. What practical aspects of the job would you like to see emphasized?

   Punctuality, commitment and dedication to the job, developing office interpersonal relationships. Possibility opportunity for advancement within the organization.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   None

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

   Typing skills, and ability to perform in a secretarial capacity. Good communication and word skills for letter writing and other communication.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   Job evaluation after first three months, and then on an annual basis as per the American Indian Scholarships, Inc. (AIS) Personnel manual.

2. Please establish a chronological sequence by which these standards would be monitored.

   Three months; annual.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   AIS is a small, not-for-profit organization with six full-time and one part-time employees. It is the policy of AIS to hire from within when any vacancies become available.

2. What additional skills and abilities would be necessary to achieve this advancement?

   Self-motivation, good interpersonal relationships, and a willingness and desire to enhance one's professional career. Some knowledge of bookkeeping and financial aid experience would be helpful.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Tardiness, lack of initiative, poor work skills, no incentive.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?
   To provide support services to forty-two Senior Companions who in turn provide companionship and assistance to elderly citizens in thirteen Pueblo Communities. This office provides administrative services for Senior Companions. Senior Companions are supervised by Field Supervisors in the Communities with whom we are in contact on a daily basis.
2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.
   Secretary. One position.
   Qulaifications: Typing, filing, good english grammer, and good telephone etiquette.
   Dress appropriately to meet the public.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)
   English language including grammer.
   Typing and word processing.
   Filing.

   Attitudes:
   Confidentiality
   Punctuality, dependable, cordial, courteous and congenial.
2. What practical aspects of the job would you like to see emphasized?
   Politeness, courteou and hospitable.
   The use of good common everyday sense in meeting the public and organizing work to accomplish goals.
   The ability to organize work on his/her own.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)
   No.

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?
   Basic Job Skills:
   Typing, work processing xeroxing
   Filing
   Some knowledge of accounting to keep cuff account. (optional)
   Knowledgeable in the use of the adding machine.
   Porficient in english grammer.

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.
   Filing: 1. Is able to explain a system of filing that is feasible.
   2. Is able to establish a viable filing system.
   3. Establishes a viable filing system that can be understood by office personnel.

2. Please establish a chronological sequence by which these standards would be monitored.
   Steps 1. Entery level. Trainee should be able to explain and to demostrate some skills.
   Steps 2. Entery level and after at least three months, trainee should be able to explain and demostrate.
   Steps 3. After six months trainee should have acquired skills and knowledge.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?
   The Trainee should be able to be placed in a secretarial position upon completing training in this office.

2. What additional skills and abilities would be necessary to achieve this advancement?
   The Trainee should be knowledgeable of the program, know the terminology used in this field of work. He/she should be able to keep a set of books, be able to compose letters and memos, be able to answer questions on the program and be able to problem solve.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.
   The Trainee's inability to grasp training provided.
   The Trainee is not dependable and does not come to work on time.
   The Trainee is not at the job site when he/she is expected.
   The Trainee does not complete work on a timely basis.
   The Trainee does not notify Director when he/she is to be absent.
   The Trainee does not acquire professionial etiquette for the job.

(If necessary attach additional sheets in response to any of the items above.)

Category 4. Job Development (Con't)

Accounting:
1. Has some knowledge of how accounting systems operate.
2. Is acquainted with accounting terminalogy.
3. Is able to maintain a cuff account on an on-going basis and can explain cuff accounting system.

Office Machines:
1. Possesses basic knowledge for the use of office machines e.g. typewriter, xerox, adding machine.
2. Can perform basic operations on office machines.
3. Skilled in the use of office machines including the word processor.

English Grammer:
1. Writes and speaks well in english.
2. Is able to provide verbal and written reports/feedback to the Director.
3. Is able to compose simple letters and memos as directed without errors.

Typing: 50 wds/min 55 wds/min 60 wds/min
Typing:
1. Letters and memos with no more then five errors.
2. ...no more the two errors.
3. ...no errors on first try.

Word processor:
1. Introduction to word processor.
2. Basic knowledge of functions of word processor.
3. Is able to operate work processor efficiently.

Xeroxing:
1. Is knowlegeable about the operation of a xerox machine.
2. Is able to trouble shoot in order to operate xerox appropriately.
3. Needs no or very leiile help in the use of the xerox machine.

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

   Secretarial services

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

   (1) Secretary's Assistant

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)
   1) Basic secretarial duties such as typing, answering phones, some filing, copying, preparing mail, etc. Requires basic word processing knowledge.
   2) Self-motivation
2. What practical aspects of the job would you like to see emphasized?

   Taking directions and becoming increasingly independent.

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

   NONE

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?
   1) Better typing skills
   2) Editing while typing
   3) Becoming aware of secretarial demands in business technology

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

   General clerical standards will be utilized. This include efficient work performance and accuracy.

2. Please establish a chronological sequence by which these standards would be monitored.

   All clerical help is evaluated at:

   A) First six weeks
   B) At six months
   C) Yearly thereafter

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

   Executive Secretary

2. What additional skills and abilities would be necessary to achieve this advancement?

   1) Advanced Word Processing
   2) Solid Editing Skills

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

   Documented complaints regarding trainees efficiency and/or job attitude.

(If necessary attach additional sheets in response to any of the items above.)

Job Site Questionnaire
(To be filled out by Job Site Supervisor)

Category 1. Acclamation to the job.

1. What is the principal activity of your department?

Providing evaluations, follow-up and training to students enrolled in BIA schools who are handicapped.

2. What specific vacancies would you like to see filled by OJT Trainees? How many of each? List by general occupation title. List any specific qualifications that are necessary.

Clerk Typist - good typing, filing skills, data processing
Receptionist - Good communication skills
Secretary - All of the above, capacity for supervisory situation, data processing.

Category 2. Basic job skills.

1. For the OJT Trainees, what kinds of basic job skills and attitudes do you feel should be emphasized in this training? (Please prioritize and list these by position titles.)

Typing, data processing, filing
Communications
Supervisory capacity
Professionalism

2. What practical aspects of the job would you like to see emphasized?

Punctuality, completion of assignments in a timely manner

3. Are there any occupational hazards associated with the above listed occupation? (Please list if any.)

Confidentiality

Category 3. Job Proficiency Improvement.

1. What specific kinds of work skills should be emphasized and refined?

Responsibility, professionalism and communication

Category 4. Job Development

1. What would you see as standards for monitoring OJT Trainees progress relative to positions you previously mentioned? Please include basic standards of measurement.

Job site's standard policies and procedures.

2. Please establish a chronological sequence by which these standards would be monitored.

On a quarterly basis.

Category 5. Job Transition

1. Of the job previously mentioned what would be the next logical step for advancement?

Secretary
Supervisory capacity

2. What additional skills and abilities would be necessary to achieve this advancement?

Know office procedures for typing, filing, data processing.

3. On the other hand what kinds of deficiencies in job performance would lead to a job demotion? Please describe.

Irresponsibility

(If necessary attach additional sheets in response to any of the items above.)